



Department Description

The City Clerk's multi-faceted office functions have evolved in response to the needs of legislative bodies and their constituents. As Clerk to the City Council, the Office records and preserves Council proceedings and provides procedural and technical support where needed. Office staff administers municipal elections, coordinates public hearings, and assists the public and other City staff in conducting business. The Office also disseminates information regarding legislative actions and policy decisions to City departments, other agencies, and the public. As official record keeper, the City Clerk maintains custody of City records.

The Department's mission is:

To provide accurate information and maximize access to municipal government

Goals and Objectives

The following goals and objectives represent the action plan for the Department.

Goal 1: Respond to the legislative needs of the City Council and their constituents

Every division within the Office of the City Clerk works to meet the needs of the City Council and the citizens of San Diego. One important way of accomplishing this is by emphasizing access to information as it relates to the legislative process. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives.

- Prepare and distribute docket materials in a timely manner
- Effectively coordinate and administer public hearings

Goal 2: Administer municipal elections and serve as filing officer for the City of San Diego

Proper administration of the election process serves the people's right to exercise their vote by ensuring an expeditious, complete process. Timely, accurate handling of disclosure documents serves the people's right to information by ensuring access to information about those making, influencing, or attempting to make or influence municipal decisions. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives.

- Effectively administer and coordinate municipal elections
- Serve as filing officer by processing the City's campaign finance disclosure reports, Statements of Economic Interests, and lobbyist registrations and reports

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- Effectively support the election/appointment process for board and commission members

Goal 3: Provide access to the City's official record and legislative documents in as many different mediums as possible

Access to information is a core function of the Office of the City Clerk. To this end, the Department is dedicated to remaining on the cutting edge of information storage and retrieval. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Maintain and preserve City Council proceedings and related documents (e.g., minutes, result sheets, resolutions/ordinances, contracts/agreements, leases/deeds/change orders)

Goal 4: Administer records management program for the City of San Diego

A viable records management program ensures that each department can maximize its operational goals by making information more readily available for service delivery. Consolidating responsibility for the City's Records Management Program increases accountability and ensures effective service delivery. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Effectively maintain custody of City documents

Goal 5: Deliver excellent customer service

The best customer service requires constant improvement, which requires constant assessment based on feedback and active benchmarking. Proper delivery of customer service serves the people by providing accurate information and maximizing access to municipal government in an efficient, timely, professional, and courteous manner. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Utilize best business practices for customer management
- Respond quickly and accurately to customer requests
- Provide current, comprehensive, and accurate information to meet customers' needs

Goal 6: Effectively support the goal of operating as 'One City'

The Office of the City Clerk has a hand in almost every aspect of City business, bridging the legislative and executive sides of government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Maintain easy access to needed points of contact across the City
- Communicate effectively across the City

Goal 7: Utilize technology and best business practices in effective service delivery

Technology provides the vehicle for enhanced access to information. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Apply technology effectively to provide increased and improved access to materials on-line
- Realize the fullest potential of existing technology and technical resources to provide the most complete service
- Apply technology more effectively to increase staff's ability to provide the most efficient service
- Ensure that the Department operates with fiscal responsibility
- Employ best practices for effective service delivery and applying flexibility to resource allocation
- Realize efficiencies by coordinating activities and standardizing processes across the City

Goal 8: Effectively work as a team

Each division within the Department works together to deliver outstanding customer service and to optimize access to local government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Enable open and honest communication within the Department
- Rely on one another to accomplish the Department's goals

Goal 9: Ensure that all members of the team perform their work ethically and with integrity

The Office of the City Clerk is an independent department known for its impartiality and integrity. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Ensure a high level of integrity and honesty in performance of work duties

Service Efforts and Accomplishments

In keeping with the Department's combined goals of access and efficiency, the docket distribution process has been streamlined and improved. While ensuring that legal noticing and posting requirements continue to be met, the hardcopy docket was replaced with a summary sheet for members of the public. In addition to saving paper and reducing printing costs, this document combines City Council and appropriate Redevelopment and Housing Authority items into a more user-friendly presentation of material.

Building on the success of implementing electronic filing of disclosure statements, the Elections and Information Services team is posting lobbyist registrations and reports for public access online. Ultimately, the goal is to implement mandatory electronic filing of these documents. As more statements become electronically available, the public's benefit from rapid, ready access to campaign information will continue to grow.

The Records Management Division has worked to improve access to Mayoral Artifacts by creating an online database so that these historically relevant items can be reviewed for potential display, as well as by working with the Mayor's Office to convert lobby space for public information and artifact display. The scanning team continues to serve both City departments and the public by scanning documents like purchase orders, interment tickets from Mount Hope, and older resolutions and ordinances for better access.

In addition, as part of the effort to make information available to all residents, the Clerk's Office has installed Job Access for Windows and Speech (JAWS) for Windows software on one of the public computers in the office. Using synthesized speech, JAWS reads aloud whatever content is displayed on the monitor and serves as an important resource for customers with visual impairments.

Budget Dollars at Work: Performance Expectations¹

Goal 1: Respond to the legislative needs of the City Council and their constituents

Performance Measure	Baseline FY2008	Actual FY2009	Target FY2010
1. Percent of time items received by Friday, 10 days prior to the meeting, are typed and proofread	92%	92%	90%
2. Percent of time docket back-up items received by Friday, 10 days prior to the meeting, are sorted and copied	92%	92%	90%
3. Percent of time docket information is uploaded on Wednesday by 12:00pm the week prior to the Council meeting on Monday	100%	100%	90%

Goal 2: Administer municipal elections and serve as filing officer for the City of San Diego

Performance Measure	Baseline FY2008	Actual FY2009	Target FY2010
1. Percent of time information regarding potential candidates is available online within three days of filing documents	100%	100%	90%
2. Percent of time sample-ballot information is available online within three days of filing with the Registrar of Voters	100%	100%	85%
3. Percent of time lobbyist registrations and reports are made available for public viewing within seven days of receipt	93%	92%	80%
4. Percent of time updates to status changes to boards	92%	94%	90%

¹ Performance measures for Goals 6, 8, and 9 are internal and therefore not featured in the budget document.

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Performance Measure	Baseline FY2008	Actual FY2009	Target FY2010
and commissions are made and posted within 48 hours of notification			

Goal 3: Provide access to the City's official record and legislative documents in as many different mediums as possible

Performance Measure	Baseline FY2008	Actual FY2009	Target FY2010
1. Percent of time Council meeting minutes are docketed for City Council approval within three weeks of meeting date	71%	90%	85%
2. Percent of time results sheets are uploaded to the Clerk's website within two working days	98%	95%	90%

Goal 4: Administer records management program for the City of San Diego

Performance Measure	Baseline FY2008	Actual FY2009	Target FY2010
1. Number of days required to respond to record retention inquiries	0.8	0.2	0.8 or less
2. Number of Record Series analyzed and processed per month	250	254	600
3. Number of pages that are scanned, validated, Optical Character-recognized, and released per month	18,000	21,144	20,000
4. Number of requested items pulled per month	404	490	450
5. Number of returned items re-filed per month	476	610	500

Goal 5: Deliver excellent customer service

Performance Measure	Baseline FY2008	Actual FY2009	Target FY2010
1. Percent of requests completed within two days and five days	2 days – 81% 5 days – 88%	2 days – 87% 5 days – 96%	2 days – 80% 5 days – 95%
2. Percent of requests for which notification of progress is provided within four business hours and every two business days thereafter	83%	83%	85%

Goal 7: Utilize technology and best business practices in effective service delivery

Performance Measure	Baseline FY2008	Actual FY2009	Target FY2010
1. Percent of time the department reaches performance measure goals	75%	83%	90%

Budget Dollars at Work: Sizing and Workload Data

	Actual FY2006	Actual FY2007	Actual FY2008	Actual FY2009	Target FY2010
Workload Data					
Number of mailings (deadline reminders, notices of deficiencies, responses to requests) (Elections)	1,746	2,671	2,417	3,543	2,500
Number of Statement of Economic Interests (SEIs) filed (Elections)	2,217	2,570	2,510	2,442	2,600
Number of lobbyist registrations and reports filed (Elections)	607	711	816	833	500

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	Actual FY2006	Actual FY2007	Actual FY2008	Actual FY2009	Target FY2010
Number of incoming boxes inventoried and placed in storage (Records)	1,183	1,637	2,421	3,378	2,700
Number of requested items retrieved from storage (Records)	4,727	4,792	3,895	4,691	4,000
Number of pages copied & distributed to support legislative process (Dockets)	2.4M	3.9M	3.4M	2.4M	2.5M
Number of City Council items processed (Council Actions)	6,515	6,805	6,809	7,111	7,000

Department Summary

City Clerk				
	FY 2008 BUDGET	FY 2009 BUDGET	FY 2010 FINAL	FY 2009-2010 CHANGE
Positions	45.00	46.00	45.00	(1.00)
Personnel Expense	\$ 3,604,351	\$ 3,695,756	\$ 3,437,799	\$ (257,957)
Non-Personnel Expense	\$ 803,910	\$ 800,640	\$ 966,729	\$ 166,089
TOTAL	\$ 4,408,261	\$ 4,496,396	\$ 4,404,528	\$ (91,868)

Department Staffing

	FY 2008 BUDGET	FY 2009 BUDGET	FY 2010 FINAL
GENERAL FUND			
City Clerk			
Administration	1.00	1.00	1.00
Elections & Information Management	11.00	12.00	12.00
Legislative Services	19.00	19.00	19.00
Records Management	10.00	10.00	10.00
Support Services	4.00	4.00	3.00
Total	45.00	46.00	45.00

Department Expenditures

	FY 2008 BUDGET	FY 2009 BUDGET	FY 2010 FINAL
GENERAL FUND			
City Clerk			
Administration	\$ 252,439	\$ 211,749	\$ 205,078
Elections & Information Management	\$ 833,602	\$ 953,213	\$ 915,351
Legislative Services	\$ 1,750,840	\$ 1,735,276	\$ 1,639,167
Records Management	\$ 1,105,964	\$ 1,157,211	\$ 1,125,653
Support Services	\$ 465,416	\$ 438,947	\$ 519,279
Total	\$ 4,408,261	\$ 4,496,396	\$ 4,404,528

City Clerk

Significant Budget Adjustments

GENERAL FUND

City Clerk	Positions	Cost	Revenue
Salary and Benefit Adjustments Adjustments to reflect the annualization of the Fiscal Year 2009 negotiated salary compensation schedule, changes to average salaries, retirement contributions, retiree health contributions, and labor negotiation adjustments.	0.00 \$	(87,500) \$	0
Equipment/Support for Information Technology Funding allocated according to a zero-based annual review of information technology funding requirements and priority analyses.	0.00 \$	191,948 \$	0
Funding of Terminal Leave Funding of additional personnel expenditures for terminal leave paid to employees who, upon conclusion of their tenure with the City, possess a large leave balance.	0.00 \$	12,605 \$	0
Non-Discretionary Adjustment Adjustments to expense allocations that are determined outside of the department's direct control. These adjustments are generally based on prior year expenditure trends and examples of these include utilities, insurance, and rent.	0.00 \$	141 \$	0
Revenue from New/Revised User Fees Adjustment to reflect an anticipated increase from the implementation of new and revised user fee charges.	0.00 \$	0 \$	875
Fiscal Year 2009 Budget Amendment Adjustments to personnel and non-personnel expenses, and revenue as a result of the Fiscal Year 2009 Budget Amendment. These adjustments are further discussed in Volume 1: Budget Overview and Schedules.	0.00 \$	(26,000) \$	0
Vacancy Savings Adjustments to personnel expenses to reflect the anticipated savings resulting from positions projected to be vacant for any period of the fiscal year due to personnel attrition and salary differentials for new employees.	0.00 \$	(80,634) \$	0
OneSD Support Department Transfer Transfer of position(s) to the newly created OneSD Support Department to manage the integrated ERP System.	(1.00) \$	(102,428) \$	0

Expenditures by Category

	FY 2008 BUDGET	FY 2009 BUDGET	FY 2010 FINAL
PERSONNEL			
Salaries & Wages	\$ 2,307,240	\$ 2,383,743	\$ 2,192,300

Expenditures by Category

	FY 2008 BUDGET	FY 2009 BUDGET	FY 2010 FINAL
PERSONNEL			
Fringe Benefits	\$ 1,297,111	\$ 1,312,013	\$ 1,245,499
SUBTOTAL PERSONNEL	\$ 3,604,351	\$ 3,695,756	\$ 3,437,799
NON-PERSONNEL			
Supplies & Services	\$ 383,788	\$ 334,216	\$ 308,662
Information Technology	\$ 351,736	\$ 315,367	\$ 500,903
Energy/Utilities	\$ 64,393	\$ 147,064	\$ 153,171
Equipment Outlay	\$ 3,993	\$ 3,993	\$ 3,993
SUBTOTAL NON-PERSONNEL	\$ 803,910	\$ 800,640	\$ 966,729
TOTAL	\$ 4,408,261	\$ 4,496,396	\$ 4,404,528

Revenues by Category

	FY 2008 BUDGET	FY 2009 BUDGET	FY 2010 FINAL
GENERAL FUND			
Charges for Current Services	\$ 18,625	\$ 8,600	\$ 8,600
Transfers from Other Funds	\$ 12,000	\$ 12,000	\$ 12,000
Other Revenues	\$ 24,000	\$ 8,877	\$ 9,752
TOTAL	\$ 54,625	\$ 29,477	\$ 30,352

Salary Schedule**GENERAL FUND****City Clerk**

<i>Class</i>	<i>Position Title</i>	<i>FY 2009 Positions</i>	<i>FY 2010 Positions</i>	<i>Salary</i>	<i>Total</i>
1105	Administrative Aide I	1.00	1.00	\$ 42,243	\$ 42,243
1107	Administrative Aide II	3.00	3.00	\$ 48,897	\$ 146,691
1218	Assoc Management Analyst	6.00	6.00	\$ 61,687	\$ 370,123
1237	Payroll Specialist I	1.00	1.00	\$ 38,330	\$ 38,330
1349	Info Systems Analyst III	1.00	0.00	\$ -	\$ -
1383	Legislative Recorder II	5.00	5.00	\$ 49,789	\$ 248,946
1395	Deputy City Clerk I	16.00	16.00	\$ 37,985	\$ 607,766
1396	Deputy City Clerk II	2.00	2.00	\$ 43,887	\$ 87,774
1535	Clerical Assistant II	3.00	3.00	\$ 34,340	\$ 103,020
1746	Word Processing Operator	1.00	1.00	\$ 36,514	\$ 36,514
1879	Sr Clerk/Typist	1.00	1.00	\$ 41,822	\$ 41,822
1899	Stock Clerk	2.00	2.00	\$ 33,985	\$ 67,970
2138	City Clerk	1.00	1.00	\$ 133,860	\$ 133,860
2214	Deputy Director, Records Management	1.00	1.00	\$ 103,217	\$ 103,217
2252	Deputy Director, Legislative Services	1.00	1.00	\$ 103,217	\$ 103,217
2253	Deputy Director, Elections & Info Mgmt	1.00	1.00	\$ 103,217	\$ 103,217

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Salary Schedule

GENERAL FUND

City Clerk

<i>Class</i>	<i>Position Title</i>	<i>FY 2009 Positions</i>	<i>FY 2010 Positions</i>	<i>Salary</i>	<i>Total</i>
	Vacancy Factor Adjustment	0.00	0.00	\$ -	\$ (80,634)
	Furlough Savings	0.00	0.00	\$ -	\$ (44,780)
	Bilingual - Regular	0.00	0.00	\$ -	\$ 15,836
	Overtime Budgeted	0.00	0.00	\$ -	\$ 25,000
	Temporary Help	0.00	0.00	\$ -	\$ 29,563
	Termination Pay Annual Leave	0.00	0.00	\$ -	\$ 12,605
	Total	46.00	45.00	\$	2,192,300
CITY CLERK TOTAL		46.00	45.00	\$	2,192,300